

Return on Investment (ROI) Program Funding Application

This template was built using the ITE ROI Submission Intranet application.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Enterprise is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

This is an IOWAccess Revolving Fund Request.

Amount of funding requested: Currently: \$15,000 for Design Phase

Anticipated total: \$85,000

Section I: Proposal

Date:	10/30/2007
Agency Name:	Iowa Department of Natural Resources
Project Name:	TIP "on-line" reporting system
Agency Manager:	Steve Dermand
Agency Manager Phone Number / E-Mail:	515/281-4515 Steve.dermand@dnr.state.ia.us
Executive Sponsor (Agency Director or Designee):	Richard Leopold, Director Iowa Dept. of Natural Resources
IOWAccess Project Process Phase:	<input type="checkbox"/> Scope Analysis <input checked="" type="checkbox"/> Design <input type="checkbox"/> Implementation

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

To develop a Web access and internet reporting system and for Iowa Turn-In-Poachers (TIP) program and information data base. This will provide an additional reporting option for the citizen (user/customer) to the current telephone reporting system which was made available for the express purpose of reporting fish & wildlife crime/violations (poaching) in 1985 to present time.

- provide user-friendly process to citizens as option to using telephone
- citizen can file a TIP report from convenience of home computer
- department will receive more poaching reports/information which would not have been phoned-in on the TIP line in the past
- maintain TIP report data in created law enforcement data base for future reference and investigative action

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

The mission of the Iowa Department of Natural Resources (IDNR) is: To conserve, protect and enhance our natural resources in cooperation with individuals and organizations to improve the quality of life for Iowans and ensure a legacy for future generations.

It is the mission of the Law Enforcement Bureau to protect the State's natural resources, provide public safety and to educate and serve the public. We enhance, promote and protect the natural resources of this state through public relations, education, and law enforcement, thus ensuring for future generations the rights, privileges and benefits we now enjoy..and hope to continue to enjoy well into the future.

This completed project will provide an additional tool to combine with our law enforcement efforts to deter and apprehend fish & wildlife violators in our state.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Currently the TIP program relies upon telephone technology, both land-line and wireless telephone connections for the purpose of reporting fish & wildlife poaching (crime). No informational database currently exists.

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order? NO

YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Explanation:

Is this project or expenditure required by state law, rule or order? NO

YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Explanation:

Does this project or expenditure meet a health, safety or security requirement? NO
X YES (If "YES", explain.)

Explanation:

Hunters and anglers who take more than their legal limit are poachers. So is a trapper employing illegal devices to take furbearers. Poachers use different methods for hunting than legally licensed individuals. Some do it for the money. Organized and efficient poaching rings have slaughtered thousands of pounds of venison and waterfowl. Threatened, endangered and non game wildlife show up in the poacher's bag as well. Poachers use vehicles, spotlights, CB's, nets, and fish and bird traps--anything that will help them get meat, fur or fish and they do not confine their killing to game species. Poachers can be dangerous; they will struggle frantically if it looks like they are going to be caught.

Polk County is a densely populated area, but there has been up to 444 cases reported alone. It is felt that Iowa's poaching situation is similar to Missouri's. In a study conducted by The Missouri Department of conservation, of 400 convicted poachers, about 42 percent of these people were drinking alcoholic beverages when they were apprehended. These offenders also were more likely to be belligerent and violent. About 10 percent of them had records of previous wildlife violations, and 20 percent had been arrested previously for felony violations such as rape, murder, attempted murder, assault, manslaughter, burglary, larceny, armed robbery and various drug-related charges. More than one-third of the convicted deer poachers admitted that they poached for recreation and the thrill of vandalism.

Poaching is stealing. Investigations are conducted by DNR conservation officers under the same guidelines as any law enforcement investigation. Trying to outwit the conservation officer can be a dangerous situation. Poachers are the same people who shoot livestock and road signs, or break into summer homes and steal.

Sometimes the citizen's neighbor is the violator and there is fear of retaliation by the poacher. Allowing the citizen to report incidents immediately as they occur via their home computer or a computer in a public building, will increase the likelihood of reporting. At the same time it will enable the reporter's identity to remain unknown perhaps providing the informant with more of a sense of security and safety.

Is this project or expenditure necessary for compliance with an enterprise technology standard? No

YES (If "YES", cite the specific standard.)

Explanation:

No, however, it will adhere to enterprise technology standards.

[This section to be scored by application evaluator.]

Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or



satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

E. Impact on Iowa's Citizens

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Positive impacts will be felt over a wide range of groups and individual citizens.

- DNR Law Enforcement Bureau approx. 100 officers & supervisors
- Private sports organizations including the Izaak Walton League; Pheasants Forever; Whitetails Unlimited; Iowa Bowhunters Association; Iowa Wildlife Federation; County Conservation Board Directors Association; Cedar Valley Wetlands; Iowa Sportman's Federation; Iowa Trappers Association; and many other local organizations and chapters whose main purposes and interests lie in the management and protection of our fish & wildlife resources.
- 3 million Iowa citizens who recreate and spend leisure time in the out-of-doors and share a common concern and respect for our natural resources.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

The current telephone reporting system will be improved upon (but not replaced) to allow citizens to file their own "poaching report" via the I-net, rather than verbally relaying facts and information to a telephone operator, who then transfers the compiled information to an investigating officer.

3. Citizen Impact - Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Citizens will have easier access to the TIP reporting information/form provided by IDNR. Better informed due to the fact that the citizen/user can see in "black & white" what the TIP reporting system is about while in the progress of completing a report

to be submitted to IDNR law enforcement for investigation.

Statistics will be kept and analyzed and information shared with the public regarding the results of the program, while maintaining confidentiality of the informants. Legally licensed citizens and non residents will have access to greater numbers of wildlife and fish. Conservation of endangered species will occur for the public enjoyment and their habitat will be maintained or enhanced.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Fish & wildlife poachers are notorious for using unsafe methods while in illegal pursuit of fish & wildlife. Loaded guns in moving vehicles during day or night-time hours while consuming alcohol and other drugs, makes for a dangerous combination. Public health and safety not only for the poachers, but also for any innocent bystanders in the immediate vicinity. See D above for more details.

<p>[This section to be scored by application evaluator.] <u>Evaluation (15 Points Maximum)</u></p> <ul style="list-style-type: none">• Minimally directly impacts Iowa citizens (0-5 points).• Moderately directly impacts Iowa citizens (6-10 points).• Significantly directly impacts Iowa citizens (11-15 points).	
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<p>[This section to be scored by application evaluator.] <u>Evaluation (10 Points Maximum)</u></p> <ul style="list-style-type: none">• Minimally improves customer service (0-3 points).• Moderately improves customer service (4-6 points).• Significantly improves customer service (7-10 points).	
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F. Process Reengineering

Provide a pre-project or pre-expenditure (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response: Currently the existing system is a 1-800 number telephone based call-in system on a 24-7 availability schedule. TIP operators or conservation officers answer and respond to these calls 24-hours a day, 7-days a week. This same process has

been in place since the inception of the TIP program in Iowa in 1985. Information is reported to the operator/officer by the informant and recorded on a computer template form which is e-mailed to the officer in the county where the violation has taken place. If the officer takes a TIP call directly he/she simply responds and investigates based upon the information provided. The current telephone system is effective...however, we feel that many instances of poaching are going unreported due to a lack of comfort or confidence by a segment of the public who are not likely to call an 800 number to report highly sensitive information to a complete stranger at the other end of the line.

In addition, the law enforcement officer's response is often delayed due to the manual reporting tasks currently involved in the process. This reduces the effectiveness of the investigation and may result in extra effort and time to track down the individual or to obtain evidence.

Provide a post-project or post-expenditure (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: Following implementation of this project we will be able to increase public access to the TIP reporting options (both telephone & I-Net) by a large degree. A computerized system will speed up the process, allowing incident reporting in real time and quicker dispatch and investigation by the DNR. The tracking process will be enhanced so that poaching information that occurs in multiple counties or on county borders is shared between enforcement officers more effectively.

[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



G. Timeline

Provide a projected timeline for this project. Include such items as **start date**, planning, database design, coding, implementation, testing, conversion, parallel installation, and date of final release. Also include the parties responsible for each item.

Scope Analysis Phase: 03/08/2007 – 09/05/2007 (IDNR/DAS- ITE)

1. Use Case/Process Flows
2. Basic Design
3. Design Phase cost estimate
4. ROI

Design Phase: 11/08/2007 – 01/09/2008 (IDNR/DAS-ITE)

1. Mock ups
2. Data Model
3. Data Migration Plan
4. Requirements
5. Test Plan
6. Implementation Phase cost estimate

Implementation Phase: 01/09/2008 – 04/15/2008 (IDNR/DAS-ITE)

1. Application Coding
2. Database setup
3. Data migration
4. System testing
5. Customer Application acceptance testing
6. Migrate to Production – “Go Live”

Note: Projected timeline for Design and Implementation should be treated as Goals. Projected timeline could be expanded or compacted as warranted by IDNR and DAS-ITE.

[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



H. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	FY08		FY09		FY10	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAAccess Fund	\$85,000	100%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$0	0%	\$0	0%	\$0	0%
Non-Pooled Tech. Total	\$0	0%	\$0	0%	\$0	0%

[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).

I. Scope

Is this project the first part of a future, larger project?

- YES (If "YES", explain.) NO, it is a stand-alone project.

Explanation:

Is this project a continuation of a previously begun project?

X YES (If "YES", explain.)

Explanation:

This project will re-engineer an old phone in process so that it better meets the needs of the customer, the agency, and is more flexible, and uses current technology.

[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)



The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

J. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology and/or IOWAccess funds? If desired, provide additional comment / response below.

Response: Maintenance cost will be absorbed through general funds and DNR already is purchasing these services so there will be no additional maintenance costs.

[This section to be scored by application evaluator.]

Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Section II: Financial Analysis

A. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$97,400	2	100%	\$48,700	100	\$97,400
Software	85,000	4	0%	0	0%	0
Hardware						
Training						
Facilities						
Professional Services						
ITD Services						
Supplies, Maint, etc.	\$24,000	2	100%	\$12,000	100%	\$24,000
Other						
Totals	\$206,400			\$60,700		\$121,400

B. Spending plan

Explain how the funds will be allocated.

Funds will be allocated 100% first year from IOWAccess and 100% thereafter, by DNR

C. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the ROI Financial Worksheet as necessary:

Annual Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe Annual Pre-Project Cost:

TIP is a citizen response program which has been available in Iowa since 1985 through the use of a toll-free 800 number (1-800-532-2020) commonly referred to as the "TIP Hotline."

The department receives and records reports of fish or game violations via the phone line, transposes the information to a form, and routes the confidential information to DNR officers for investigation, In order for a TIP report/case to be eligible for a cash reward the investigating officer must have written at least one citation.

Quantify Annual Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$97,400.00
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$23,515.00
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0.00
Total Annual Pre-Project Cost:	\$120,915.00

2. Annual Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe Annual Post-Project Cost:

Automated notification to the law enforcement officers for investigations will enable more timely response in the TIP investigation process. This reporting option has been identified as a specific need, especially for those citizens who suffer from hearing loss or other impairments which make it impossible for them to report poaching incidents by telephone. The system will improve the citizen’s ability to report incidents in a timelier manner, and improve response time in terms of investigations into the incident.

Quantify Annual Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$48,700.00
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$11,757.50
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0.00
Total Annual Post-Project Cost:	\$60,457.50

3. Citizen Benefit - Quantify the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

Currently the TIP Phone Line and investigative process are very time consuming, requiring phone call in and data transposing by staff. With new web based system in

place the amount of effort getting the information to the Conservation Officers will be greatly reducing and enhance stopping poachers from stealing valuable fish and game resources. The new system will also increase the number of TIPs received which will assist in deterring individuals violating conservation laws of the State of Iowa. Hunting and fishing opportunities in Iowa creates valuable economic impact for communities across our state.

Transaction Savings	
Number of annual online transactions:	10,000
Hours saved/transaction:	0.75
Number of Citizens affected:	10,000
Value of Citizen Hour	\$10/hour
Total Transaction Savings:	\$75,000
Other Savings (Describe)	
Total Savings:	\$75,000

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: DNR law enforcement officer’s response is often delayed due to the manual reporting tasks currently involved in the process. This reduces the effectiveness of the investigation and may result in extra effort and time to track down the individual or to obtain evidence. DNR will be able to accurately track the amount of time from the report of the violation to when the investigation begins.

5. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response: Legally licensed citizens and non residents will have access to greater numbers of wildlife and fish. Conservation of endangered species will occur for the public enjoyment and their habitat will be maintained or enhanced.

ROI Financial Worksheet	
A. Total Annual Pre-Project cost (State Share from Section II C1):	\$120,915.00
B. Total Annual Post-Project cost (State Share from Section II C2):	\$60,457.50
State Government Benefit (= A-B):	\$60,457.50
Annual Benefit Summary:	
State Government Benefit:	\$60,457.50
Citizen Benefit:	\$75,000.00
Opportunity Value or Risk/Loss Avoidance Benefit:	7,500
C. Total Annual Project Benefit:	\$142,957.50
D. Annual Prorated Cost (From Budget Table):	\$121,400
Benefit / Cost Ratio: (C/D) =	1.1776
Return On Investment (ROI): ((C-D) / Requested Project Funds) * 100 =	19

**[This section to be scored by application evaluator.]
Evaluation (15 Points Maximum)**

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Appendix A. Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service

Metric: 75% of public respond positively to survey.

How: Collect comments from the public via staff and web-site

2. Citizen impact

Metric: Citizens will have easier access to the TIP reporting information provided by IDNR. Better informed due to the fact that the citizen/user can see in "black & white" what the TIP reporting system is about while in the progress of completing a report to be submitted to IDNR law enforcement for investigation

.How: Increased awareness of the impact of poaching on fish and wildlife numbers across Iowa and the areas of which they live.

3. Cost Savings

Metric: Maintain budget expenditures savings month by month.

How: Compare average monthly costs to actual costs.

4. Project reengineering

Metric: New web based system will improve access and quality of data while shortening the time it takes to process TIPs of fish and game violations and do investigations.

How: Investigations will increase and conducted in less time.

5. Source of funds (Budget %)

Metric: Program funds continue to be maintained at same level or above.

How: Use our accounting staff to help measure time spent on TIP program

6. Tangible/Intangible benefits

Metrics:

- Improved TIP investigations and process via the Internet allowing for 24-7 availability.
- Streamlined data management processes.
- Reduced number of phone calls to Conservation Officers
- Reduction in number of paper records to be handled and stored.
- Improved data integrity as a result of built in system edits.
- No doubt DNR will be able to use the savings to improve delivery of other services to the public.

How:

- Greater public satisfaction can be measured with surveys.
- Greater compliance with program can be measured by looking at violations over time.
- Time saved by staff when we have fewer follow-up calls and less time is spent on the processing of TIP investigations.
- Agency could see an increase in other program areas if less time is spent on the TIP Phone Line calls